


INVITATION TO BID ADDENDUM				BIDS WILL BE PUBLICLY OPENED: <div style="font-size: 1.2em; font-weight: bold;">APR 25, 2006 10:00 AM</div>																											
STATE OF LOUISIANA DIVISION OF ADMINISTRATION OFFICE OF STATE PURCHASING		PURCHASING AGENCY NO. : 107001																													
=====> VENDOR NO. : SOLICITATION : 2206595 FILE NO. : N10110Q OPENING DATE : 04/25/06 <div style="border: 1px solid black; height: 80px; width: 100%; margin-top: 10px;"> <div style="position: absolute; top: 5px; left: 5px;"> =====> VENDOR NAME AND ADDRESS </div> </div>		RETURN BID TO <div style="display: flex; justify-content: space-between;"> 2206595 04/25/06 10:00 AM N10110Q </div> <div style="margin-top: 10px;"> OFFICE OF STATE PURCHASING OFFICE OF STATE PURCHASING POST OFFICE BOX 94095 BATON ROUGE, LA 70804-9095 </div> <div style="margin-top: 20px;"> <table style="width: 100%; border: none;"> <tr><td style="width: 60%;">BUYER</td><td style="width: 40%;">: CONNIE SPANN</td></tr> <tr><td>BUYER PHONE</td><td>: (225) 342-5258</td></tr> <tr><td>DATE ISSUED</td><td>: 03/29/06</td></tr> <tr><td>REQ. AGENCY</td><td>: 415000</td></tr> <tr><td colspan="2" style="text-align: center;">PROBATION AND PAROLE</td></tr> <tr><td>AGENCY REQ. NO.</td><td>: 415-70001</td></tr> <tr><td>ISIS REQ. NO.</td><td>: 1286276</td></tr> <tr><td>VENDOR PHONE</td><td>:</td></tr> <tr><td>FISCAL YEAR</td><td>: 07</td></tr> <tr><td>CLASS/SUBCLASS</td><td>: 68087</td></tr> <tr><td>SCHEDULED BEGIN DATE</td><td>: 00/00/00</td></tr> <tr><td>SCHEDULED END DATE</td><td>: 00/00/00</td></tr> <tr><td>T-NUMBER</td><td>:</td></tr> </table> </div>				BUYER	: CONNIE SPANN	BUYER PHONE	: (225) 342-5258	DATE ISSUED	: 03/29/06	REQ. AGENCY	: 415000	PROBATION AND PAROLE		AGENCY REQ. NO.	: 415-70001	ISIS REQ. NO.	: 1286276	VENDOR PHONE	:	FISCAL YEAR	: 07	CLASS/SUBCLASS	: 68087	SCHEDULED BEGIN DATE	: 00/00/00	SCHEDULED END DATE	: 00/00/00	T-NUMBER	:
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ELECTRONIC MONITORING: VOICE VERIFICATION TRACKING - P&P/DEPT OF CORRECTIONS																															
REVISED SPECIFICATIONS A D D E N D U M NO. 1 APRIL 5, 2006 YOUR REFERENCE IS INVITED TO SOLICITATION NUMBER 2206595, FILE NUMBER N10110Q, WHICH IS SCHEDULED TO OPEN AT 10:00 A.M. ON APRIL 25, 2006 FOR ELECTRONIC MONITORING: VOICE VERIFICATION TRACKING FOR PROBATION AND PAROLE DEPT. OF CORRECTIONS. THE FOLLOWING CHANGES ARE TO BE MADE TO THE REFERENCED SOLICITATION: <div style="margin-left: 20px;"> * * * * * DELETE PAGE 10 THROUGH PAGE 17 IN ITS ENTIRETY * * * * * * * * * * REPLACE WITH PAGE 10 THROUGH PAGE 16 (REV. 04/05/06) * * * * * </div> <div style="margin-top: 20px;"> THIS ADDENDUM IS HEREBY OFFICIALLY MADE A PART OF THE REFERENCED SOLICITATION AND SHOULD BE ATTACHED TO THE BIDDER'S PROPOSAL OR OTHERWISE ACKNOWLEDGED THEREIN. </div> <div style="margin-top: 20px;"> IF YOU HAVE ALREADY SUBMITTED YOUR PROPOSAL AND THIS ADDENDUM CAUSES YOU TO REVISE YOUR ORIGINAL BID, PLEASE INDICATE CHANGES BELOW AND RETURN TO STATE PURCHASING PRIOR TO BID OPENING IN AN ENVELOPE MARKED WITH THE FILE NUMBER, BID OPENING DATE, AND TIME. IF THIS ADDENDUM DOES NOT CAUSE YOU TO REVISE YOUR BID, PLEASE ACKNOWLEDGE RECEIPT OF THE ADDENDUM BY SIGNING YOUR NAME AND COMPANY BELOW AND RETURNING IT IN ACCORDANCE WITH THE PROVISIONS ABOVE. </div>																															
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SPECIFICATIONS

Vendor shall provide Voice Identification Tracking System (Central Host Computer System, Internet Access to Monitoring-Tracking Data/Tracking Services, and Electronic Monitoring-Tracking Equipment) for probationers and parolees identified by the Louisiana Department of Public Safety and Corrections, Division of Probation and Parole (LDPSC).

Probationers and parolees participating in the program that have their own telephone line will be responsible for maintaining their own residential telephone service.

The following are considered **minimum specifications** for Voice Identification Tracking. The bid shall indicate cost of providing equipment and service daily rate per offender.

A. General System Requirements

The system shall provide a means of electronically monitoring an offender's presence or absence at a designated location.

The system shall use standard telephone lines to communicate with the individual.

Vendor should propose the manufacturer's latest generation of equipment. Outdated or previous generation equipment may result in rejection of the bid

The equipment bid should have proven use (to be verified with Vendor's references)

The exchange of monitoring/tracking information (including enrollment, data changes, monitoring/tracking reports, and terminations) between LDPSC officers and the Vendor's monitoring center facility shall occur via secure, real-time access by approximately 400 LDPSC officers using their existing LDPSC computers/Internet access. Internet access shall be browser-based. Internet access requiring LDPSC to load any third-party software onto LDPSC computers is prohibited and will be considered noncompliant.

B. Unit

The unit shall contain an internal clock with event memory to continue storing data with a time stamp all events and activities that may occur in the event the communication link with the central computer system is disrupted.

The unit shall be capable of receiving the offender status change. The following occurrences shall be time and data recorded upon occurrence and promptly reported to the central computer system:

- a) Loss and/or restoration of the homes' commercial power.
- b) Loss and/or restoration of the communication service (the disconnection event may be sent as soon as communication service is restored).

If no participant activity is detected within a preset time period or a maximum interval of every five hours, the receiving unit shall automatically communicate with the central computer. This report shall present a status on the participant's presence, if the unit is in tamper alert status, and indicates the home monitoring unit is connected and functioning properly.

The unit shall have a secure means to activate officer prompts for diagnostic purposes during initial activation. Access to initial diagnostics shall be disabled when the authorized person is not present.

C. Random/Scheduled Monitoring-Tracking

The tracking system should provide tracking of the participant in multiple locations such as home, work, school and treatment through the use of any common landline telephone.

The tracking system, at a minimum, should track the participant randomly and on a schedule basis while at home and away. It must be capable of:

- a) Accurately verifying the presence of the participant/unit.
- b) Confirming the location/phone number of the participant/unit.
- c) Verifying the time of the tracking event.
- d) Performing both random alarms and scheduled contacts at predetermined locations and times. Refer to Section E, first paragraph: The vendor will provide Voice Identification System that will monitor offenders with random and scheduled phone calls.

LDPSC anticipates the average number of tracking contacts (for both Random and Scheduled) to be five (5) contacts per participant per day. The actual number will vary per participant depending on the level of supervision required. For the purpose of this procurement, LDPSC requires that the unit/day pricing for tracking be inclusive of, but not limited to: all participant enrollment, tracking contacts, data changes, and participant termination. Furthermore, LDPSC defines one (1) completed contact to collectively include **all** of the following:

- a) Any Vendor activity required generating a participant alarm soliciting the participant to report
- b) Participant's response to the alarm to confirm compliance.
- c) The exchange of tracking information (including enrollment, data changes, monitoring/tracking reports, and terminations) between LDPSC officers and the Vendor's monitoring center facility shall occur via secure, real-time access by approximately 400 LDPSC officers using their existing LDPSC computers/Internet access. Internet access should be browser-based internet access requiring LDPSC to load any third-party software onto LDPSC computers will be considered noncompliant.

The system should have the ability to randomly alert the participant through a reliable form of notification and must continue to alert the participant until they respond.

The tracking system may enable the officer to set an optional quiet period when no alarms occur. The system should automatically randomize the number of alarms and the times alarms occur from day to day.

The participant shall be required to respond to the alert by following instructions given by the probation and parole officer. During the participant's contact, unit/participant identity shall be positively identified to the central monitoring station by an accurate method of positive identification.

The verification process should also confirm the participant's location via the use of Caller ID/Automatic Telephone Number Identification whereby, the computer will compare each telephone number the participant calls from against a listing of approved telephone numbers provided by the officer at enrollment.

For participants where Caller ID/Automatic Telephone Number Identification does not operate, the tracking system should automatically request the telephone number from the participant, hang up, then call the participant back at that number to verify.

The system must be able to identify and differentiate between: compliant responses, missed responses, late responses, system tampering/fraud, and unauthorized telephone numbers for officer investigation.

D. Central Computer Monitoring System. Software and Data Access

The vendor shall maintain one integrated central computer system, compatible software, and all other needed equipment that is capable of complete electronic monitoring and tracking on a 24-hour a day, seven days a week basis, including receiving communications from the participant's home and to communicate with both the participant and his monitoring and tracking equipment. This system shall meet the following requirements:

The system with all associated equipment and services shall be located in a secure, controlled access and air-conditioned facility.

The system shall be capable of continuously receiving, and storing data sent by home monitoring/tracking units.

Alert notification should be available via automated paging (without the need for human involvement). Alpha pagers may receive a text message indicating the participant name, unit serial numbers, with the time and event that occurred. Numeric only pagers must receive the ten-digit participant telephone number followed by a code referencing the type of event that occurred.

The vendor shall provide an uninterruptible power supply for an instantaneous backup power source to prevent the loss of information and data in the event of short-term commercial power losses.

The vendor shall provide for an automatic back-up data on magnetic media for any electrical power loss. This backup procedure should also be performed at least on a daily basis to prevent data loss due to a system failure.

The vendor shall provide a complete identical back-up computer system in the event of a system malfunction that cannot be corrected within a reasonable period of time.

The central computer monitoring/tracking systems will utilize a compatible software program capable of reliably supervising and reporting for the entire electronic monitoring/tracking program. The software program should be user friendly, have open architecture, offer secure exchange data via the Internet using a conventional browser, and be flexible to changes as needs dictate. It should meet the following minimum requirements:

The computer system and software should provide for the exchange of monitoring/tracking information (including enrollment, data changes, monitoring/tracking reports, and terminations) between LDPSC officers and the Vendor's monitoring center facility and shall occur via secure, real-time access by approximately 500 LDPSC officers using their existing LDPSC computers/Internet access. Internet access shall be browser-based. Internet access requiring LDPSC to load any third-party software onto LDPSC computers will be considered noncompliant. Functions shall include but not be limited to:

New Enrollments -LDPSC officers should be able to complete a new participant enrollment including relevant personal information for each participant, including name, address, telephone number(s), case officer name, curfew information and other pertinent information necessary to activate monitoring and/or tracking.

Data/Curfew Changes - Officers should be able to have direct access to make participant data and/or curfew changes without the need for faxing.

Caseload Review - A listing of all active participant names, the current real-time status of the participant including the single most recent event that was reported on this participant. Additional detail shall be available real-time providing the up to the minute events that have occurred for each participant.

Report Analysis - Officers will be able to generate and review monitoring/tracking reports on-screen and print hard copies where necessary.

Terminate Participants - LDPSC officers should be able to terminate monitoring/tracking on any participant on their caseload.

Vendor will provide secure access passwords for LDPSC officers to access data via the Internet. Vendor must ensure that access to data is readily available yet accessible only to authorized LDPSC officers. LDPSC will provide, support and maintain officer computers, software (including Microsoft Internet Explorer or Netscape web browser version 4.0 or later), Internet access, and local telephone services for Internet access. Data access must be real-time. Internet access shall be browser-based.

The system shall enable officers with properly configured laptop and/or home personal computers (including Microsoft Internet Explorer or Netscape web browser version 4.0 or later) to access their caseloads from home or any location via Internet access using the password from the vendor.

It should supervise and log results for various types of monitoring and tracking to include continuous signaling, random tracking and scheduled tracking. The software program shall be a single platform, multi-integrated system, allowing each participant to be monitored/tracked by anyone, combination, or all of the above types of technology.

The system should provide the officer with the ability to select from a standard set of participant monitoring/tracking reports on-line through secure Internet access. Officers shall generate their own reports and print hard copies as needed. It is also required that data for participants enrolled on both continuous signaling and tracking technologies have all data for both technologies on one report format with one consistent terminology. Vendors will include sample copies of each type of report with their proposal. The minimum acceptable report formats are as follows:

Daily Status Report A chronological list of all compliant and non-compliant activity including date and time of occurrence based on the report dates requested. The report shall also include participant name, complete curfew schedule, monitoring center comments and reference to any exceptions.

Exceptions Only Report A roster of all active participants being electronically monitored followed by a listing of only the exception for those participants who had at least one exception. (No compliant data should be reflected on this report.)

Exceptions With Activity Report A similar roster and format to the Exceptions Only Report however, both compliant and non-compliant data are listed for those participants who had at least one exception.

E. Voice Tracking System

The vendor will provide a Voice Identification System that will monitor offenders with random and scheduled phone calls. The system shall have the following minimum requirements:

The system must have the ability to identify the offender's presence at a prescribed location

The system must work by comparing an offender's voice to a "voice print," or digitized representation of the offender's voice.

The system must allow instant, audible voice verification replay sessions via the Internet.

The system must allow total voice enrollment, including voice print in under 30 minutes

The system must have the ability to place outbound calls and/or receive inbound calls

Call schedules and alert notification options must be variable by offender case

The system must have the ability to individually set the number of acceptable failures before an alert is generated.

The system must allow alert notifications through e-mail, pager, or fax.

The system must have such hardware and software security features as necessary to be tamper resistant. If the system requires agencies to manage outbound calling schedules, it must allow access only by authorized personnel with remote access via Internet and/or via toll free dial-in remote.

The system must allow on screen access to offender compliance history.

If the system makes outbound calls to participants locations, the system must have the ability to individually set the range between retry calls (after busy signal or a no answer) and the maximum number of attempts to verify within a verification call.

The system must have the ability to allow an officer to view and print summary and analytical reports as needed to alert supervising officers and/or agency personnel via e-mail, fax, alphanumeric page and/or mobile data devices.

The system must have the ability to fax, page, or e-mail an office or officer.

The system must be capable of recording and printing the name of the offender and the date and time of any violation.

The tracking system must provide tracking of the participant in multiple locations such as home, work, school and treatment through the use of any common land line telephone or advanced technology for location and verification.

The tracking system, at a minimum, shall track the participant randomly and on a scheduled basis while at home and away. It must be capable of:

- a) Accurately verifying the presence of the participant/unit
- b) Confirming the location/phone number of the participant/unit
- c) Verifying the date and time of the tracking event

The tracking system should enable the officer to set an optional quiet period when no alarms occur. The system shall automatically randomize the number of alarms and the times alarms occur from day to day and not require regular officer grooming of calling schedules.

The verification process shall confirm the participant's location via caller ID/Automatic Telephone Number Identification whereby, the computer will compare each telephone number the participant calls from against a listing of approved telephone numbers provided by the officer at enrollment.

For participants where Caller ID/Automatic Telephone Number Identification does not operate, the tracking system shall automatically requests the telephone number from the participant, hang up, then call the participant back at the number to verify.

The system must be able to identify and differentiate between compliant responses, missed responses, late responses, system tampering/fraud, and unauthorized locations. The system must provide all unauthorized telephone number for further review or investigation by the officer.

F .TRAINING

The vendor, at no cost to the LDPSC, must provide training, written instructions, and necessary tools for approximately 500 LDPSC officers to enroll offender into system.

The vendor will provide a minimum of three (3) days on-site training and manuals for approximately 50 officers in the use of the system operation at no cost to the LDPSC. Training to include, but not be limited

to: monitoring of equipment, operation/care of equipment; interpretation of alarms/violations/reports, accessing Internet data (including: enrollment, data changes, report review, and participant termination). An outline and time/date of this training program shall be submitted to LDPSC for approval.

Vendor must have at least one representative who is familiar with all aspects of this contract to train and support LDPSC on an ongoing basis throughout the contract term. Representative must be available to address inquiries and/or issues with the contract. Representatives must have experience in dealing with electronic monitoring programs.

The vendor shall provide material, to be used by officers, to instruct the participants and their family on the use and care of the home monitoring unit. LDPSC will be responsible for distributing this material to program participants.

G. TECHNICAL AND OPERATIONAL SUPPORT

The vendor shall have technical and operational telephone support available on a toll-free basis, 24 hours per day, 7 days per week, during the entire period to be contracted. The vendor shall also provide on-site support at no cost to the LDPSC when required. The on-site support may be requested when it is determined the problem cannot be corrected by vendor's telephone support or equipment replacement using on-site spares.

A service representative shall be available as an expert witness, for the cost of reasonable expenses only, should the agency require testimony in court.

Vendor shall provide statistical and/or management information reports that are available. In the even additional reports are required LDPSC will pay a nominal fee for such reports.